

The Technical Desktop Estimator, (TDE) is a key role for our business and the Sales Team. The TDE is responsible for ensuring all site recommendations received from the Group field service team are converted to meaningful and accurate quotation documents, delivered to the customer in support of any agreed SLA. This will afford the Group the strongest opportunity for conversion, and enable a workload for the field service team to become a reality. All aspects of administration to support smooth operations must be demonstrated and all behaviours in support of our values must be evident throughout your employment.

Person Specification

- Confident and self-aware with the ability to communicate professionally
- Able to influence positively to gain effective outcomes
- Able to maintain performance in stressful and challenging circumstances
- Able to build and maintain long-term professional relationships both internally and externally
- Able to identify solutions to suit internal and external customers
- Produce high quality work ensuring recording and use of systems is accurate and BI is analysed and acted upon
- Effective organisation to ensure priorities, goals and deadlines are achieved.

Communication	Someone with confidence, self-awareness and the ability to make a positive impression on others. Someone who demonstrates professional credibility by communicating verbally and in writing to be clearly understood and make an impact. Someone who is energetic, committed and determined to deliver results. Someone who is dependable, reliable and accountable for their own behaviour and has a willingness to learn, expand their own skill set and pursue their career with the Company.
Relationships	Maintain personal performance and confidence in difficult, stressful, ambiguous and challenging circumstances. Recognise and act on signals of stress and responds appropriately when working under conditions of continuous pressure. Deals with situations in infancy to avoid future complications Recognising individuality and encouraging empathy, mindfulness and respect.
Teamwork	The ability to build and sustain long-term professional relationships based trust, respect and understanding. Someone who works co-operatively and with flexibility with others as part of a team (as opposed to working competitively or separately). It includes respect for other individuals by listening to and recognising the validity of others opinions, feelings and motivations.
Performance	Ensure all Company systems are supported and entry is accurate Support all colleagues with accurate and timely responses Produce high quality written work ensuring all recording activity and administration is accurate and effective organization is employed to ensure priorities, goals and deadlines are met
Commitment	Ensure you support Health and Safety requirements of the HSE and the Company and work within their guidelines. Someone who ensures all anomalies and issues are addressed

The purpose of this role profile is to focus attention on the most important aspects of this role. It is not intended to be a complete list of every duty and it is, therefore, to be expected that the day-to-day performance of the job will frequently include tasks not listed above. The list of duties for which the job holder is responsible may be varied or added to. Any such alterations, if intended to be permanent, will be notified in writing.

	<p>promptly, professionally to ensure employees and environment are not exposed to unnecessary risk.</p> <p>The ability and willingness to produce high quality work by seeking out and providing relevant information, attention to detail, insisting on clarity of information and maintaining the system correctly.</p>
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Role Responsibilities

- The Technical Desktop Estimator will effectively validate, assess, process and accurately input group engineer recommendation reports from customer site visits into our quotation system. Once confirmed, and where relevant, quotations may require uploading to client portals.
- Respond to ad hoc external customer enquires in relation to quotations for group services, e.g. FRA’s, services, Signage.
- Utilise the quotation system to monitor the progress of quotes, and respond accordingly. Ensure quotes are updated to reflect status changes, and their progress is accurately tracked to ensure they are cited as converted or lost with clear narrative at each stage.
- Respond to quotation queries from external customers across the group and ensure your product, technical and BS Standards knowledge is utilised to ensure the customer understands the scope and rationale of the quotation provided by the engineer.
- Provide exceptional customer service throughout all interactions with internal and external customers, providing a solution based approach to quotation queries and ensuring all instances where obstacles are highlighted are discussed at the relevant levels internally.
- Work collaboratively with a key departments and stakeholders from sales and operations.
- Work with specified templates to introduce the customer to their quotation and ensure all structured correspondence to prospective new clients is adhered to.

How am I assessed:

- Quote response time
- Quote accuracy
- Quote chase
- Quote conversion

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